

How to Reduce False Alarms at Your Home or Business

Responding to false alarms is costly to you and the Durham Police Department. False alarms delay officers needed for response to more serious 911 calls. Below are some tips that can help prevent false alarms and save you money in the form of false alarm fines.

- If an alarm is accidentally set off, advise your alarm monitoring company immediately.
- Remember your passcode or password.
- Make sure everyone in your home is trained in the use of the alarm system and knows the codes to disarm the system.
- Do not call 911 to cancel an alarm call. You must call your alarm monitoring company.
- Arrange to have your alarm monitoring company call you or another designated party first instead of the police when your alarm is activated.
- Be sure that doors and windows are tight fitting. Adjust hinges and strike plates so the door only moves about 1/4-inch when pulled or pushed.
- Have at least a 45 second arming delay on doors.
- Lock all protected doors or windows when you are away. Be sure they are closed and properly locked prior to arming the alarm system.
- Do not leave anything that will move (pets, plants, balloons, drapes) in a room that has motion detectors.
- Have the sensitivity settings on motion detectors adjusted so that loud sounds, such as thunder or outside construction, do not activate them.
- If storms or brief power outages of four hours or less activate your alarm, your system should be checked or adjusted. These can be caused by dead or low batteries.
- If you do not know the cause of your false alarm, call the monitoring company to determine what caused it.
- Have your alarm system checked and tested regularly.